



Analytical Problem Solving

The role of the troubleshooter has traditionally stressed reacting to problems. The people charged with solving problems tend to take a shotgun approach—when something goes wrong, they do whatever it takes to correct it. As a result, most companies still resort to “fire fighting” techniques more than “fire prevention.” Analytical Problem Solving is a course designed for individuals who must quickly resolve problems.

APS provides troubleshooters with advanced skills in root cause analysis and problem prevention. Through practical instruction and hands-on application, participants also learn to focus on the source of problems and how to avoid them altogether.

Getting burned by fire fighting? Too often expensive problems are never resolved and reoccur because those working on them lack the experience or skills needed to quickly find the root cause. Good problem solvers are worth their weight in gold, and in most companies are just as rare. In this course, participants learn the skills needed to successfully identify, correct and prevent problems.

LEARNING OBJECTIVES

- Gather relevant information on problems through specific focused questioning.
- Focus on issues with the greatest impact.
- Pinpoint root causes using facts, not guesswork or opinion.
- Avoid costly experiments and trial fixes by logically testing possible causes.
- Identify critical areas of an operation or process where problems could cause the most difficulty (cost, downtime, etc.).
- Target potential problems before they happen and develop actions to prevent them.
- Involve other people in the troubleshooting efficiently—i.e. when, and only when, needed.
- Implement and check effectiveness of corrective actions.

AUDIENCE

This course is appropriate for individuals who are regularly called on to troubleshoot and/or solve problems. Examples include QA/QC personnel, engineering, manufacturing, operations, and management.

DELIVERY

This course is taught using a blended approach of classroom and real-life application. This “how-to” approach to learning significantly increases knowledge retention, and allows participants to apply the skills they’ve learned in training into a work setting.

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